



Eddie A. Perez
Mayor

Dear City of Hartford and Hartford Public Schools Employees,

On Tuesday, September 12th, we will officially launch Hartford's new 311 System. The 311 Call Center will provide a single point of contact for all non-emergency city services and information. The Call Center has been up and running over the summer and our Constituent Services Representatives have been working hard to make sure they are able to accurately and efficiently serve our residents, businesses and visitors.

311 will cut down on duplication of requests, improve efficiency and help raise our performance levels. Simply put, accountability matters. Effective customer service is crucial. Streamlining requests is essential for good government.

You can call 311 from most Hartford phone lines. However, people using cell phones or computer-activated phone services will have to dial 757-9311. And of course, in case of an emergency, dial 911.

The numbers are simple and the message is clear. Customer Service counts and our residents count on you. Thank you for your hard work and commitment to the City of Hartford.

Sincerely,

Eddie A. Perez
Mayor

Sarah Barr
Director of Communications
Mayor Eddie A. Perez
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